

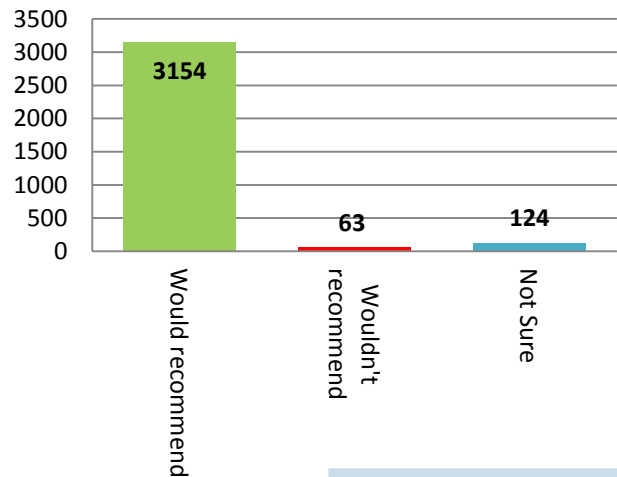
# Friends and Family Test

Month <b>April</b> <b>2018</b>	Number of people participated <b>3341</b>	Would recommend <b>94%</b>	Would not recommend <b>2%</b>
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## Scores Overall

Would recommend	Wouldn't Recommend	Not Sure
<b>3154</b>	<b>63</b>	<b>124</b>
<b>94%</b>	<b>2%</b>	<b>4%</b>

Patients accessing services in April	% FFT completed
<b>46,259</b>	<b>7%</b>



NHS England introduced the Friends and Family Test (FFT) on the 1<sup>st</sup> January 2015 within Mental Health and Community Services extending this to Community Dental Services from the 1<sup>st</sup> April 2015.

The Friends and Family Test (FFT) is a two question survey which asks respondents whether they would recommend the NHS service they have received to family and friends who need similar treatment or care.

The FFT enables respondents to choose from one of the six responses and is then followed with a free text question inviting the respondent to elaborate on the reason for the score they have given:

1. Extremely Likely
2. Likely
3. Neither likely nor unlikely
4. Unlikely
5. Extremely Unlikely
6. Don't Know

### MH Outpatient Comment

Not many people have a voice, counselling offers us a voice. Having unconditional positive regard boosts self esteem massively, something that everyone can benefit from.

*Healthy Minds - Stockport*

### MH Outpatient Comment

It was good I was able to express my worries and was offered good advice

*#Thrive – HMR*

### MH Inpatient Comment

All of the staff on North Ward have gone over and above to help my journey of recovery. All the staff take the time to listen and speak to you as and when required.

*North Ward - Bury*

### Dental Comment

Lady on reception was really nice, always smiley Mr "A" was lovely with my daughter and very patient

*HMR Dental*

### Community Services Comment

Very friendly staff very good service we were seen very quickly. Thank you for your reassurance

*HMR Paediatric Nurse Practitioner*

### Community Services Comment

The help I have had since coming to the clinic has helped my legs a lot and the physios and lymphoedema nurses are thorough in what they do and are really nice and caring.

*Oldham Tissue Viability*